# Antech Automated Services User Guide

**Version 1.0**

**Antech Calibration Services 2005**

## *Contents*

**1. Email ……..3**
1.1 Certificate Retrieval
1.2 Requesting a collection
1.3 The status of your instruments
1.4 Quotation acceptance
1.5 Account updates

**2. SMS (07919 563920) ……7**
2.1 Certificate requests
2.2 Collection requests
2.3 Instrument status enquiries
2.4 Quotation acceptance

**3. Automated text alerts ……..9**
3.1 Changes to the status of your job/item
3.2 Requests for 'Go Ahead'
3.3 Collection / delivery arrangements

**4. Error messages ……..10**

# *1. Email*

As Antech customers, you may have already sent emails to our customer service representatives or engineers regarding your calibrations. At Antech, we realise that the speed of our response is crucial to the running of your organisation. It is for this reason that we are offering the following automated email services. Simply follow the instructions for the service you wish to utilise and our systems will handle your enquiry and send you the response within minutes.

## 1.1 Certificate retrieval

As you may be aware, all of your certificates can be downloaded in PDF format from our website via your secure login details. However, if you are in a hurry or know the specific certificates you require, you can make use of this certificate emailing service.

To retrieve your certificates, simply create a new email and include the word 'cert' somewhere in the subject line of your email message. If you then write your message body and include either certificate number, serial number or plant number of the item(s), our systems will pick out the latest certificates for each piece of equipment you request. [Please note that this service will currently only give you the **last** certificate produced for your item and cannot retrieve historical certificates].

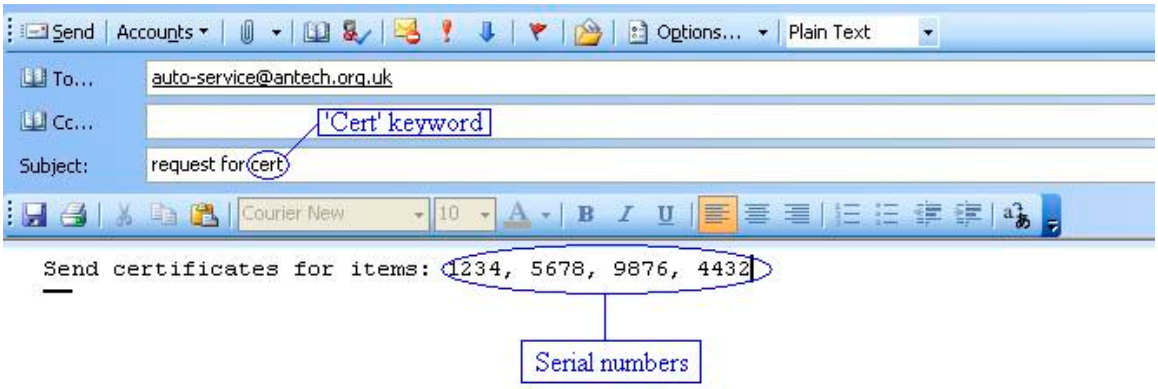


Figure 1: An example of a certificate request

As can be seen in Figure 1, you may specify as many items as you wish. However, please bear in mind that each certificate you request will be sent back as a secure PDF document attached to an email. Therefore, to avoid emails becoming too large for your systems to cope with, we recommend that no more than 6 certificates are requested in any one email. Obviously, if you require more, please feel free to send more than one email.

## 1.2 Requesting a Collection

When you are regularly sending your items to Antech for calibration and repair, the constant organising of delivery and collection trips can get repetitive and time-

consuming. Therefore, you can tell us you would like a collection very easily through our new automated collection request service.

To utilise this function, all you need to do is send a message to the automated email address stating the word ‘collect’ in the subject line and including the postcode of the collection location in the message body. See figure 2 for an example.

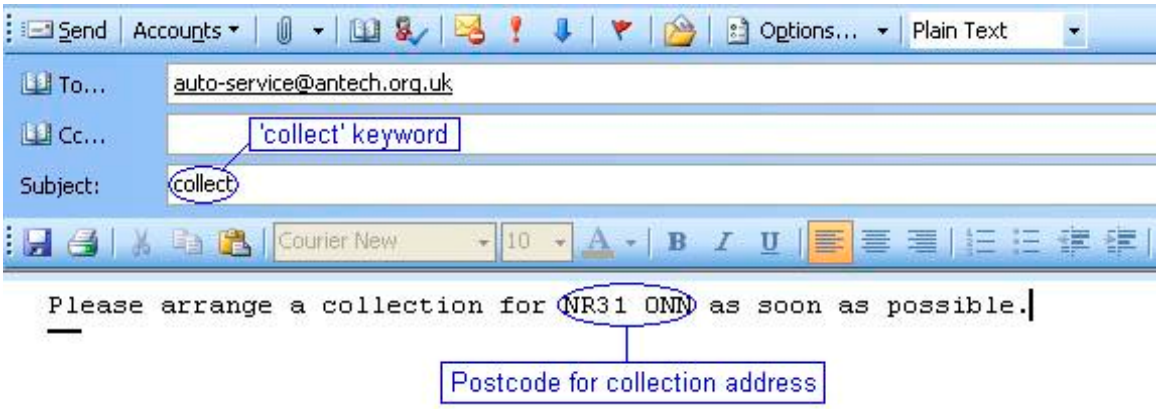


Figure 2: Example of requesting a collection.

Once sent, our customer services team will be in contact with you to formulate the details of your collection (including what items you would like collected). If your postcode falls within our collection routes, our automated systems will respond to your message with the next date in which we can collect from your address. If not, you will still receive confirmation that your email was delivered to us successfully.

## 1.3 The status of your instruments

We realise that it can be very frustrating when you do not know what is happening to your instruments, or when you might receive then back. To avoid our customers having to constantly telephone our customer services department to enquire about their instruments, we have introduced an automated status enquiry system. Again, this works in much the same way as the certificate request procedure, asking you to include the keyword ‘status’ in your subject line, and any one of the following in the message body: serial number, plant number, job number, purchase order number or Antech barcode.

Please note that you can use as many or as few of these data items as you wish to specify your instrument (see figure 3 for an example). However, our system will match the maximum number of items as specified in your data. For example, if you include a serial number (referring to one item), and an Antech job number (which might refer to multiple items), then the status for all items on that Antech job number will be reported.

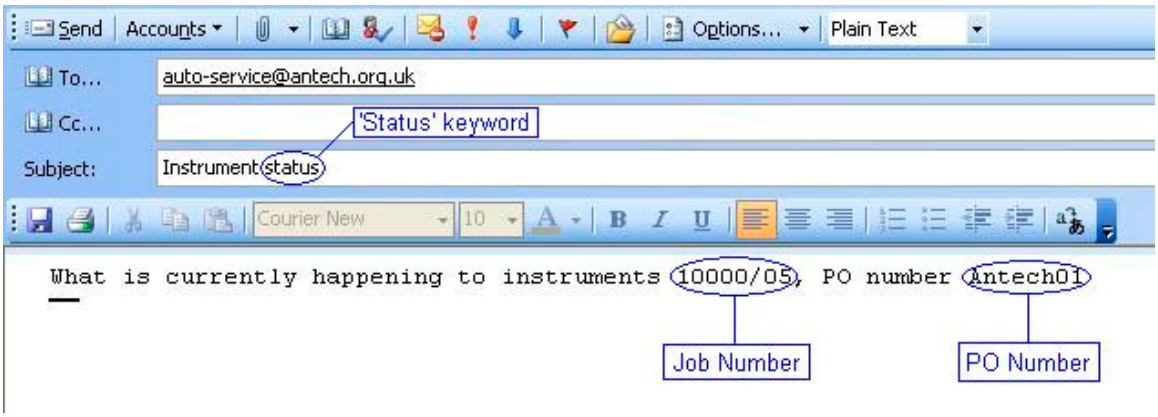


Figure 3: Status request example

Due to the nature of our calibrations, it can be difficult to predict the exact date when you will receive your equipment back. However, if the work has been finished and your items appears on one of our delivery lists, your status enquiry will give you the date of when you can expect to receive your calibrated instruments.

**The status of your instruments**

sales@antech.org.uk

To: Ross Tailby

**Ross Tailby**

Thank you for using this automated instrument status update facility from Antech calibration services. We hope that it has satisfied all of your requirements. If you have any comments or problems with the service, please email web@antech.org.uk and we will endeavour to meet your needs.

The status of your instruments are as follows:

| Description | Serial No. | Antech Job No. | Date In | Purchase Order | Status |
|---|---|---|---|---|---|
| Fluke, 718-100G, Pressure Calibrator | 1234567 | 10000/05 | 25th April 2005 | Antech01 | Item at 3rd party for calibration |
| Fluke, 718, Electrical Module | 1234568 | 10000/05 | 25th April 2005 | Antech01 | work completed,waiting for all items |

Figure 4: Typical automated response to the previous query (in Figure 3).

## 1.4 Quotation Acceptance

When you have been issued a quote by our customer services team, you would normally have to directly contact them once again should you decide to accept the quote. This is no longer the case. Our automated services now allow you to accept quotes automatically. Simply send us an email with the keyword ‘accept’ in the subject line, and then include the quotation number (which can be found on your quotation information) within the body of your message. See figure 5 for an example of this procedure.

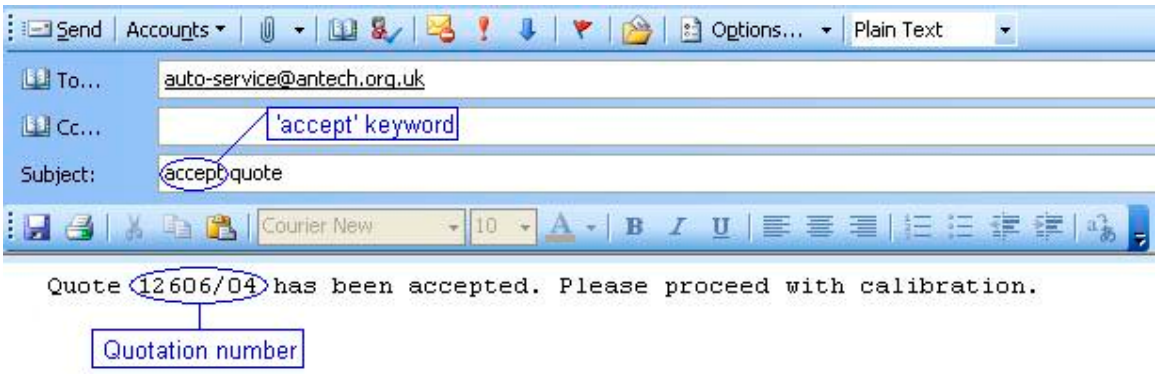


Figure 5: Example of automatically accepting an Antech quotation.

Once this request has been received by our automated services, a confirmation email will be sent to you to inform you that your work will be undertaken and our representatives will be in contact with you as soon as a matter arises.

## 1.5 Account updates

Keeping the most up-to-date information on our customers is extremely important to us. For this reason, we want to make updating your information as easy as possible. Therefore, there is now an automated process to update specific pieces of your information. Write us an email to the automated address, stating the term ‘account’ within the subject line.

With this automated process, you can update the following details: telephone number, fax number, mobile number (also used for your SMS interface number), and contact preference. Your contact preference dictates the default preferred way you would like us to contact you when we have information regarding your equipment (and for these automated services). You can choose between email, SMS, or standard phone calls. To set any of these attributes, simply state one of the words: ‘phone’, ‘fax’, ‘mobile’ or ‘preference’ followed directly by the new value you would like to store in this attribute. You can change any number of attributes in the space of one email i.e. you can specify a change to all four values, or simply let us know of one change to one value. See figure 6 for an example.

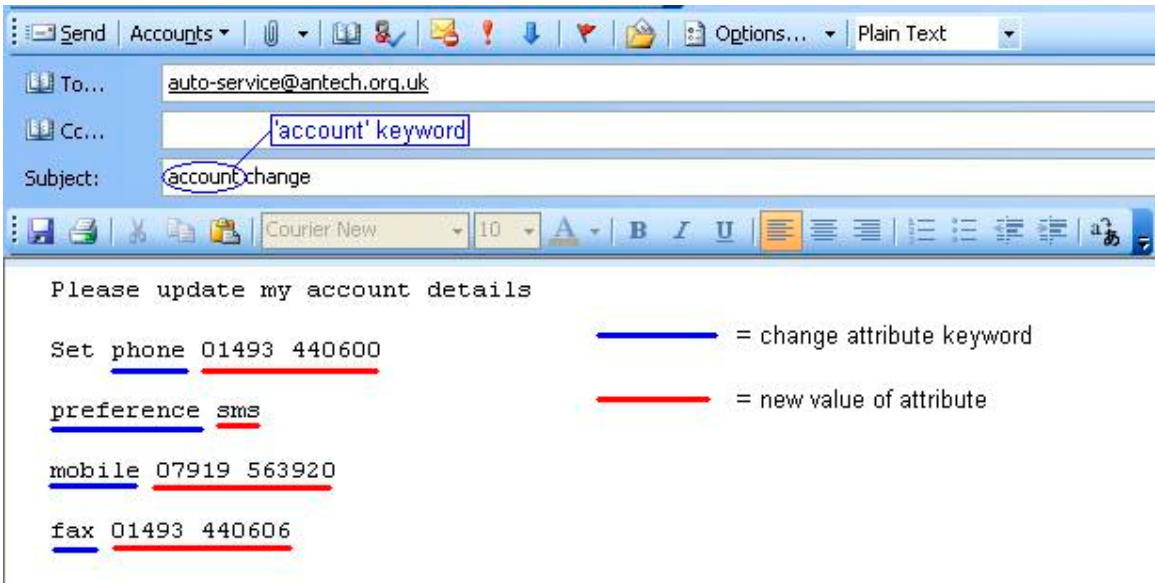


Figure 6: Example of requesting the update for all four customer attributes.

Once sent, our automated service will interpret the changes you wish to be made and update your user account accordingly. You will then receive a confirmation reply stating the change was successful and listing those attributes that were altered. However, if the content of your email does not conform to the required layout, the system might not discover any attributes to change. Therefore, you will receive an error email instructing you of this fact. The email will contain instructions of the best way in which to rectify this error.

## *2. SMS (07919 563920)*

In line with our email systems, we are introducing a completely new service for our customers wishing to operate via mobile phone. We realise that many of our customers are not based in an office environment and therefore find email communication impractical. Therefore, we have mapped many of our current automated information provision services onto an SMS message system. Simply follow the instructions detailed below for your chosen service to make full use of this system.

[Please note that we have a dedicated SMS number: 07919 563920. This number will not accept any form of voice call]

### 2.1 Certificate requests

If you have access to both mobile phone and Email access, you can utilise our SMS certificate requesting service. Due to the nature of mobile phones, their restricted screen sizes and available memory, we are unable to directly send your certificates back to your phone. However, they will be forwarded to your inbox in the same fashion as described earlier in the Email section of this report.

To request your certificate(s), send your SMS message with the word ‘cert’ somewhere in the text, along with either certificate number, serial number or plant

number. For example: *"please send the certificate for plant no 12345678"*, or even more simply *"cert 12345678"*. Both of these messages will result in the same response i.e. the latest certificate for the item whose data matches the key number given.

To utilise this service, you will need to ensure that we hold your email address in our system. If we do not have your email address, you will receive an SMS response containing the text:

*"Cert found but your email addr is not stored. Please send again, including your email addr"*

To rectify this situation and to receive your certificates, simply alter your text to include your email address within the SMS message e.g. *"cert 13245678 sales@antech.org.uk"*. Our automated system will then pick up your email address and forward the certificates accordingly.

## 2.2 Collection requests

If you have pieces of equipment that require calibration, and you want Antech to collect them at the first possible opportunity, you can request a collection via your mobile phone. The only piece of information we require is the postcode of your collection address, and inclusion of the keyword 'collect'.

An example text could take the form *"I need a collection from NR31 0NN"*, or *"collect NR31 0NN"*. Once we have received your request, our automated service will text you with a confirmation SMS message which will, if possible, give the next likely date of possible collection. However, one of our customer service representatives will contact you to fully arrange the collection.

## 2.3 Instrument Status Enquiries

If you are away from your office/computer and require an update on the current situation with your instrument calibrations, then you can take advantage of the automated status enquiry SMS service. Like our other services, this relies on the inclusion of the word 'status' in your text, plus any one of the following: serial number, plant number, job number, purchase order number or Antech barcode.

Our systems will interpret your request accordingly and text you the responding current status of your equipment. As with the email version of this service, if our work is finished and your equipment is booked into our delivery rosters, we will inform you of the exact date in which you can expect to receive these items back.

Examples of valid uses of this service can include *"status for item with serial no 500100"* or *"status 500100"*. As this will result in the status details for one item, it will result in an SMS reply which will look something like:

*"Current item status: item at 3rd party for repair"*

If you include a data item that will result in multiple statuses being returned (e.g. an Antech job number, purchase order number etc), then it is likely that the length of our responding SMS message will be over the maximum character length for SMS. Therefore, if you specify to receive the statuses for multiple items (either through one number that will return multiple items, or intentionally including multiple items in your request), you will receive the following SMS reply:

*"Multiple status response. Please check your email for your equipment status."*

As this text suggests, your status information will be sent to your email address in exactly the same format as described in the Email interface section. However, if we do not currently hold your email address, you will receive the following:

*"Status info too long and email addr not stored. Please send again, including your email addr"*

To rectify this situation, simply repeat your previous SMS message, including your email address somewhere within the text, for example, *"status 500100 sales@antech.org.uk"*. Our systems will then extract your email address and forward the status information straight to your inbox.

### 2.4 Quotation acceptance

If Antech have previously issued you with a quotation for work which you would like to accept, there is now a quick way to do so. Simply text us with the keyword 'accept' and the quotation number (which you should be able to find on your quotation documentation), and our customer services representatives will be in touch to progress your job.

Your quotation acceptance text should be similar to *"accept quote 12345/05"*. Our customer services team will be notified straight away and you will receive the following confirmation that everything was successful:

*"Thank you for your quotation acceptance. You will be contacted asap"*.

## *3. Automatic text alerts – Coming soon!*

While the SMS interface as described in section 2 allows you to send us your SMS enquiries, we will also provide additional services to keep you informed of relevant activities. This means that you will be able to stay up-to-date without having to repeatedly contact us. A run-down of the services we will make available is given below. You will be able to sign up to receive any of these automated alerts through your Antech web profile, simply log into our secure website using your given username and password, and click on the 'My Profile' link.

### 3.1 Changes to the status of your job/item

Whenever a piece of your equipment completes another stage of calibration or repair, its status will change within our Antech systems. These statuses will directly inform you of what is currently happening to your equipment and will give you an idea of the progress of the work.

As we realise many of our customers like to be kept up-to-date at every stage of a job, we will offer a service whereby, whenever an instrument changes status, a message (either email or SMS text depending upon your contact preference) will be sent straight to you. You will therefore be able to track the progress of your calibrations without having to actively contact us directly.

### 3.2 Requests for 'Go Ahead'

There are certain situations that will occur during your instrument calibrations that may require an Antech representative to contact you for your agreement before the job can progress any further (e.g. the need for instrument repairs). If our customer services staff are busy or you are out of the office for a period, this could cause a delay to the overall completion time of the job.

With this in mind, we will offer the ability to sign up for authorisation messaging. This will ensure that, whenever we need your authorisation for any aspect of a job, an email or SMS (depending on preference) will be sent to you requesting this interaction. This aims to speed up our calibration times and get your instruments back to you as soon as possible.

### 3.3 Collection / Delivery arrangements

For regular customers, the organising of instrument collections and deliveries to Antech can become time consuming and tedious. Therefore, we plan to introduce an automated delivery suggestion system. This will send you a message whenever a piece of your equipment is ready to be sent back to you suggesting the most appropriate date to do so.

## *4. Error Messages*

There are several possible situations in which error messages may be sent back to you after an automated request. If you observe one of these messages, please either follow the instructions listed here or contact Antech directly to resolve the problem and provide us with feedback so that we might improve our services to you. [These errors occur in the format observed via the SMS interface. Errors occurring on the Email interface contain further explanation in the message response.]

**4.1 Sorry, the ref to your quote could not be found. Please call directly on 01603 440600**

- This error occurs when a quotation number specified in an automated quotation acceptance message cannot be found on the Antech system. Either the quotation number is not directly associated with your email address/mobile number, or the quotation has expired. You may either visit the Antech website, log in to your secure area and click the 'Current Quotes' link to view any available quotes and ensure you are giving the correct quote number and the quotation is still live, or contact Antech directly.

**4.2 Your mobile number is not recognised. Please call directly on 01603 440600**

- This error can occur from any message sent via the SMS interface. The Antech internal systems do not have your mobile number stored, and we can therefore not link you with your customer information. Either visit the secure Antech website and click on the 'My Profile' link, edit your details and add your mobile number to the appropriate field, or contact Antech directly and get a member of our staff to add your details manually.

**4.3 The certificate requested could not be found. Please call directly on 01603 440600**

- This error is observed when the certificate you request cannot be matched to any of the documents stored within our database. This could occur due to the document being registered under a different owner within your organisation, or the document was produced before secure PDF certificate procedures were implemented. If you believe you should be able to access this document, please visit our secure website, click the 'Certificates' link and search for your relevant document. Alternatively contact one of our customer service representatives who will be happy to find your certificates and mail them to you.

**4.4 Status information for your equipment could not be found. Please call directly on 01603 440600**

- This error will occur when none of the criteria you specify in a status request match up with any instruments on active jobs. This could be an ownership issue, or we may have already completed and dispatched your goods to you. Similar to the other solutions, please feel free to check our secure website via the 'Item history' link, searching for your equipment using the available criteria. Alternatively, contact Antech directly for up-to-date information on your calibrations.

**4.5 Status info too long and email addr not stored. Please send again, including your email addr**

- This error will occur when the response to your enquiry will be too long or large in size to be sent via SMS message. Normally this would result in the

response being forwarded to your email address. However, as the error states, the Antech systems do not have your email address stored. There are three possible ways in which you can rectify this problem.

- Visit the Antech website, click the 'My Profile' link and add your email address to the relevant field.
- Resend your SMS message, including your email address in the text (as described in 2.1 / 2.3).
- Contact one of our customer services representatives who will add your details to our system and answer any possible enquiries.

**4.6 Cert found but your email addr is not stored. Please send again, including your email addr**

- This error is the same as 4.5, except occurs when you request a certificate without having your email address stored within the Antech system. Please follow the instructions as given in error 4.5.